

# PPG Minutes – *Hybrid* meeting 9<sup>th</sup> December 2021

## Charnwood Community Medical Group – Dr Hanlon and Partners Patient Participation Group (PPG)

### **Chairman's welcome – Mick**

Mick welcomed us to our final meeting of the year, some on Zoom and some in the meeting room. A big welcome back to John Todd, who moved to Wales in July 2020.

Christmas Jumpers, festive virtual backgrounds, John's halo, reindeer fancy dress and Helens snowman were admired. Mick showed a photo of himself resplendent as Father Christmas' elf. The reindeer was permitted to remove his head to avoid suffocation

### **3. Those present.**

Present – Mick Gregory (Chair) John Kershaw (Vice Chairman), Bhasker Khatri (Management Team) Carole Jefferson (Secretary) David Meredith, Elizabeth Sharp, Emeline Zitkus, Helen Davison, Ian Farnfield, Peter Lewis, Shirley Siriwardena, Paul Hanlon (Business Partner and SIRO - Charnwood Community Medical Group (Practice) John Todd (visiting speaker)

### **4. Apologies received**

Anne Lockley, Ireen,

### **5. Approval of minutes of November 11<sup>th</sup> 2021 and matters arising**

- a. The minutes were accepted.
- b. No matters arising

### **6. Practice News - Paul**

- a. NHS England announced this week that, in order to support Practices in effecting a rapid CoVid booster rollout, they had identified certain activities that GPs could cease for the time being. The recently discovered Omicron strain of CoVid 19 is proving to be very infectious and NHS England is attempting slow down the rate of infection by increasing the numbers vaccinated daily. These activities which may be ceased pro tem include health checks for >75s, health checks for new patients, some of the PCN targets could be deferred. The Quality and outcomes Framework (QUOF)-Chronic Disease Management reviews could be paused but the Practice is making sure that checks still take place for the patents most in need. Our Practice will not change the way we offer Chronic Disease Management. We have almost finished the cycles.
- b. The GP Network will continue to support the clinic at Southfields until March 31<sup>st</sup> 2022.
- c. Some of the money allocated for PCN targets is now being reinvested to support the escalated vaccination program.

- d. The media has picked up on this new NHS England guidance and this may produce unfavourable headlines.

Comment – the headlines will affect patients understanding of what the GP is doing, could the Practice put out a message to counter them?

A – The GPs made the same point. We were going to send something out.

Comment – Press release? Letter to the Echo?

A – We would need to check with other Practices, such a move might have more weight if the Federation writes, but it can be very time consuming

- e. Working with pharmacies to deliver the vaccinations to house bound patients. Target to be met by 20<sup>th</sup> December 2021.
- f. Waiting for Flu vaccine for several hundreds who still want it.
- g. Basket of Services from the CCG. The CCG has published a list of services that the GP *should* be able to offer. Up to now, the money arrived only after a time consuming counting of which services were delivered to how many patients. Our surgery might offer some different elements from another surgery, depending on the needs of the patient group. Some services can be provided by the Federation pooling expertise and equipment. Very positive. Update later about what's in the basket for us.

*Emilene left the meeting at 17.23 as her son was ill*

- h. Partners' meeting – two areas for focus on by end of March
  - i. How we deal with discharge letters (hospital). Pharmacists will deal with changes in meds and then pass to the GP. A phone call to the patient will tell them what action has been taken
  - ii. Safeguarding. A dedicated admin team will deal with information coming in so that patterns can be identified. A better result for the vulnerable patients
  - iii. Chronic disease management. The World has caught up with us and the sophisticated computer programme that we built. There are systems now that will do that for us without us having to enter details manually. We will spend time looking at the systems. Shouldn't mean much to the patient. Patients may be seen by a doctor or a specialist nurse/pharmacist/other specialist professional or in a group consultation where relevant.
- i. Questions
  - i. Q – Very difficult to book an appointment at Southfields. Why isn't NHS sending us to local facility?
  - ii. A – GP practices are contracted differently from the National Booking site (119) and booking is complicated. The GP network has tried to get on to the National booking site but we would have to give details of clinics up to one month ahead. We only know what vaccine we are getting a week in advance, so this requirement can't be met
  - iii. A – Look for 'Swiftqueue/Southfields' on Google. There is a link on the Practice website.
  - iv. Q – Do you know how many patients have not had the vaccination?

- v. A – Don't really have that information; if people don't want the vaccine, they tend not to reply to our letters.
- vi. Q – How do we get a vaccine certificate?
- vii. A – the dates of your jabs and boosters are on the NHS app. But that is time limited. Ring 119 and they will send a written certificate.
- viii. Comment – Mick wrote to the programme director for the Vaccine roll out raising our concerns at the Vaccine centre. All issues have now been resolved. The letter was emailed to the group previously.

#### **7. Visiting Speaker, - John Todd, 'Toddy's Tales from the Taff'**

- a. Speaking from the edge of Cardiff, lovely area, close to sea and countryside, removing in between spells of different lockdowns
- b. Complimented the Welsh Senate, so calm and well mannered
- c. John reminisced about his relationship with the CCMG Practice spanning 53 years and three different premises.
- d. Car free travel right into the centre on a train, just 2 minutes away
- e. Everyone seems to be very courteous
- f. Cardiff has a very rich history based on the sea and the coalfields
- g. Most shops and services are within a short walking distance
- h. The River Taff rises in the Brecon Beacons and there is a walking/cycling trail along the whole length, rich in wildlife. Lovely walks.
- i. Current GP Practice is in a new purpose built building. Flu jab last year, waiting on chairs in the car park. CoVid boosters, we were sent to Tesco in Cardiff.
- j. John and Jane live close to the Practice that pipped us to the post in the PPG of the Year competition some years back.
- k. Bilingual signs/letters/prescriptions etc. everywhere. Only one person in five speaks Welsh
- l. Both so happy, the move was good.
- m. John is working on the senior partner in his Practice, with a view to forming a PPG.
- n. John wished us all a very Happy Christmas and sent best wishes for 2022
- o. Mick challenged John's potential PPG to a contest to see who comes out best...

#### **8. Dates of meetings 2022 (previously circulated) agreed**

- a. Guest speakers –
  - i. Ask Emilene to share some of the findings of her research with us, sometime in the middle of the year
  - ii. Several new Doctors in the Practice – Paul will ask if they could come and introduce themselves. Paul will pick a date and we will plan other speakers round them. AGM?
  - iii. Any other suggestions please send them to Carole
  - iv. Health Inequality – Peter will let us know when the next annual lecture will be held

#### **9. Date of next Meeting – February 10<sup>th</sup> 2022**

**10. AOB –**

- a. Joanne Talbot, Senior Social Prescriber, is trying to get Community Support for people who need errands, a phone call. Volunteering will be at a simple level, not involving a lot of training. The federation PPG is trying to organize a special meeting on provisionally January 19<sup>th</sup> 2022 when Joanne can come to talk to us about what is involved. We will all be invited to join in on that call. Also in attendance will be Dr Noble who has been doing work on Cancer Mapping. As soon as we have confirmation of the date Carole will write out to invite everyone. Our PPG trialled Social prescribing, it was very successful
- b. It's been a challenging year for everyone, we have had to adapt to a new way of living, meeting, seeing the doctor. Our Practice is to be commended for the communication we have enjoyed and for the opportunity to talk to and see our GPs face to face. Thank you to the Practice and to Paul, for facilitating our meetings. Some PPGs locally are having a very difficult time. We would appreciate it if Paul could pass on our thanks.
- c. Hopefully next year we can start work on some of our project groups.
- d. Final thank to the group for our attendance and ideas, also to our families, dogs and cats who have joined in and been very tolerant of our online meetings.

Raising our glasses and bottles of water, Happy Christmas everyone

The meeting closed at 18.20, but no one at home wanted to leave...

Minutes agreed and signed as correct..... (Chair) Date.....